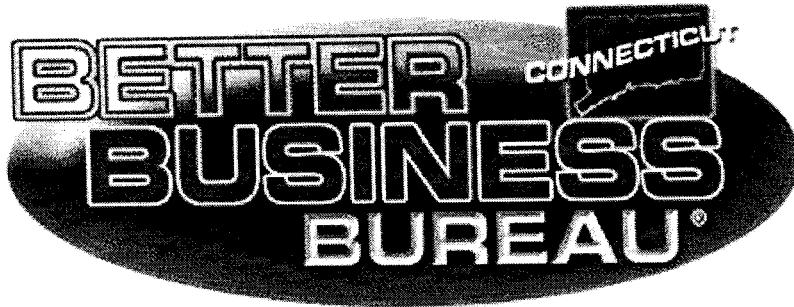


Exhibit B

Part IV



COMPANY
REPORTS

RESOURCES

COMPLAINT
FORM

MEMBERSHIP

NEWS

ABOUT BBB

HOME

BBB Reliability Report

The Better Business Bureau® Serving Connecticut

94 South Turnpike Road
Wallingford, CT 06492
(203) 269-2700
www.connecticut.bbb.org
www.ctbbb.org

Synapse Group, Inc.

225 High Ridge Rd
Stamford, CT 06905-3000
Telephone: (203) 595-8255
Fax: (203) 391-0824
www.magazineoutlet.com
www.magcustomerservice.com
www.321mags.com

The BBB reports on members and non-members. If a company is a member of the BBB, it is stated in this report.

Original Business Start Date: March 1991

Principal: Ms. Janine White

Customer Contact: Ms. Janine White - (203) 391-0768

TOB Classification: Magazine Sales

BBB Membership: This company is a member.

Additional DBA Names

NSS Magazine Subscription
Synapse Connect Inc
Synapse Center

CAP Systems
Magazine Service Center

BBB Membership Status

This company has been a member of this Better Business Bureau since September 1997. This means it supports the Bureau's services to the public and meets our membership standards.

Program Participation

This company has agreed to use special procedures including **arbitration**, if necessary, to resolve disputes through their participation in the following programs: **Membership Identification, BBBOnLine**.

Nature Of Business

This company offers magazine subscriptions and gifts.

Customer Experience

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

The Bureau processed a total of 238 complaints about this company in the last 36 months, our standard reporting period. Of the total of 238 complaints closed in 36 months, 96 were closed in the last year.

Advertising Issues

Resolved

- 3 - Company **resolved** the complaint issues. The consumer acknowledged acceptance to the BBB.
- 12 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

Contract Issues

Resolved

- 1 - Company **resolved** the complaint issues. The consumer acknowledged acceptance to the BBB.
- 3 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

Billing or Collection Issues

Resolved

- 30 - Company **resolved** the complaint issues. The consumer acknowledged acceptance to the BBB.
- 1 - Company offered a partial (less than 100%) settlement which the consumer accepted.

74 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

Administratively Closed

- 5 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.
- 1 - BBB determined that despite the company's reasonable effort to address complaint issues, the consumer remained dissatisfied.

Unpursuable

- 1 - Company cannot be located.

Sales Practice Issues

Resolved

- 8 - Company **resolved** the complaint issues. The consumer acknowledged acceptance to the BBB.
- 17 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

Administratively Closed

- 1 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.
- 1 - BBB determined that despite the company's reasonable effort to address complaint issues, the consumer remained dissatisfied.

Unpursuable

- 1 - Company cannot be located.

Delivery Issues

Resolved

- 14 - Company **resolved** the complaint issues. The consumer acknowledged acceptance to the BBB.
- 1 - Company offered a partial (less than 100%) settlement which the consumer accepted.
- 13 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

Administratively Closed

- 1 -
- 2 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.

Service Issues

Resolved

- 2 - Company **resolved** the complaint issues. The consumer acknowledged acceptance to the BBB.
- 2 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

Customer Service Issues

Resolved

- 1 - Company offered a partial (less than 100%) settlement which the consumer accepted.
- 3 - Company **resolved** the complaint issues. The consumer acknowledged acceptance to the BBB.

4 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

Guarantee or Warranty Issues

Resolved

2 - Company **resolved** the complaint issues. The consumer acknowledged acceptance to the BBB.

Refund or Exchange Issues

Resolved

12 - Company **resolved** the complaint issues. The consumer acknowledged acceptance to the BBB.

14 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

Issue Not Defined

Resolved

4 - Company **resolved** the complaint issues. The consumer acknowledged acceptance to the BBB.

4 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

Additional DBA's, and Telephone Numbers

Additional DBA Names

magazineoutlet.com

Gift Services LLC

NewSub Services

Additional Phone Numbers

Tel: (800) 321-6247

Tel: (800) 944-0448

Tel: (800) 607-9869

Tel: (800) 773-3142

Tel: (888) 595-8255

Tel: (203) 391-0768

Tel: (203) 391-0612

Industry Tips

Magazine Subscription Solicitations

Report as of August 2, 2007

Copyright[©] 2007 Better Business Bureau[®], Inc.

If you choose to do business with this member company, please let the company know

that you contacted the Better Business Bureau for a report.

BBB reports may not be reproduced for sales or promotional purposes.

The information in this report has either been provided by the company or has been compiled by the Bureau from other reliable sources.

As a matter of policy, the Better Business Bureau does not endorse any product, service or company. BBB reports generally cover a three-year reporting period, and are provided solely to assist you in exercising your own best judgment. Information contained in this report is believed reliable but not guaranteed as to accuracy. Reports are subject to change at any time.

TWX MAGAZINE SUBSCRIPTIONS

1271 6th Avenue
New York , NY 10020
[View Location Map](#)

Phone Number: (888) 321-6247

This business recently came to our attention. We are attempting to gather information on the business. Please check back in four to six weeks.

Report as of: 8/2/2007

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As a matter of policy, the Better Business Bureau does not endorse any product, service, or company. BBB reports generally cover a three-year reporting period, and are provided solely to assist you in exercising your own best judgment. Information contained in this report is believed reliable but not guaranteed as to accuracy. Reports are subject to change at any time.

The Better Business Bureau reports on members and non-members. Membership in the BBB is voluntary, and members must meet and maintain BBB standards. If a company is a member of the BBB, it is stated in this report.



Find a Business You Can Trust.

Home **Company Reports** **File A Complaint** **Member Pages** **Contact Us**

Frequently Asked Questions **Members ONLY** **Membership Standards** **How to Join the BBB** **Membership Roster** **Membership Renewal** **Recommend a Business**

BBB Reliability Report

The Better Business Bureau® Serving Utah

5673 South Redwood Road #22
Salt Lake City, UT 84123
(801) 892-6009
www.utah.bbb.org

Newsub Magazine Services LLC

Five High Ridge Park
Stamford, CT 06905
Telephone: (203) 595-8173
Fax: (203) 595-8249
www.WholesaleMagazineShop.com

The BBB reports on members and non-members. If a company is a member of the BBB, it is stated in this report.

Principal: Ms. Julia W. Brennan, Manager of Cust. Service

Customer Contact: Ms. Julia W. Brennan, Manager of Cust. Service - (203) 595-8173

File Open Date: June 2000

TOB Classification: Magazine Sales, Billing Service, Book/Record/Tape Club, Collection Agencies, Magazines-Subscription Agents, Product Sales - General

BBB Membership: This company is not a member.

The Bureau has requested basic information from this company but has not received a response. As a result, the Bureau may not have current information about the company

Additional DBA Names

TWX Magazines (New Subscription Services)
Wholesale Magazine.Com
Synapse Group
Synapse Solutions
Processing Center

Customer Experience

The Better Business Bureau Serving Utah does not process any complaints against this company. Any complaints are directed to the BBB serving Wallingford, CT for processing.

For a full report contact the BBB located in Wallingford at (203) 269-2700 or www.connecticut.bbb.org.

Complaints are forwarded to the Better Business Bureau in Connecticut, (www.connecticut.bbb.org) where the company is located. Consumers may wish to contact the BBB in Connecticut for their current **report**.

Prior to August 23, 2006 this company's complaints were handled locally. The following data represents complaints processed by this BBB prior to August 23, 2006.

The Better Business Bureau Serving Utah no longer processes complaints against this company. Any complaints are directed to the BBB serving Wallingford, CT for processing.

For a full report contact the BBB located in Wallingford at (203) 269-2700 or www.connecticut.bbb.org.

Company Management

Additional company management personnel include:

Jeffrey Watson - Customer Care Specialist
Ms. Julia Brennan - Manager, Customer Service

Additional DBA's, Addresses, and Telephone Numbers

Additional DBA Names

Synapse Group Inc
Magazine Direct
Magazine Processing Center
Synapse Connect, Inc.
Magazine Direct Inc
Customer Service Center

Additional Addresses

PO Box 30470
Salt Lake City, UT 84130

PO Box 30486
Salt Lake City, UT 84130

225 High Ridge Road, East Building
Stamford, CT 06905

PO Box 30489
Salt Lake City, UT 84130

PO Box 670
Newburgh, NY 12551

PO Box 30474
Salt Lake City, UT 84130

PO Box 30477
Salt Lake City, UT 84130

PO Box 30468
Salt Lake City, UT 84130

PO Box 30468
Salt Lake City, UT 84130

Additional Phone Numbers

Tel: (801) 800-6019
Tel: (888) 883-3958
Tel: (866) 560-9273
Tel: (800) 586-9637
Tel: (800) 586-5831
Tel: (800) 773-3142
Tel: (866) 560-7592

Industry Tips

Magazine Subscription Solicitations

Report as of August 2, 2007
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If you choose to do business with this company, please let the company know that you contacted the Better Business Bureau for a report.

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The information in this report has either been provided by the company or has been compiled by the Bureau from other reliable sources.

As a matter of policy, the Better Business Bureau does not endorse any product, service or company. BBB reports generally cover a three-year reporting period, and are provided solely to assist you in exercising your own best judgment. Information contained in this report is believed reliable but not guaranteed as to accuracy. Reports are subject to change at any time.

For more information about BBB reports, click [here](#)

December 11, 2001

Office of the Secretary
Federal Trade **Commission**
Room 159
600 Pennsylvania Ave. NW
Washington, D.C. 20580

Dear Sir:

I am writing to inform you of a scam that is taking place.

In late summer I placed an order for clothes through Chadwick's Catalog. The sales **clerk** on the phone offered me two months of three magazines for free. I specifically asked her if I would be charged for these and she assured me "**no**" and stated these **companies** would **notify me after two months** to see if I wanted to continue. **But** I was never notified and my DISCOVER Credit card account was charged by The **Synapse** Group (I don't even know who these people are:).

I never really wanted these magazines and in fact gave them away. I am very upset that Chadwick's would give out my credit card number without my permission and that these companies would enter into this scam.

Please let me know what you can do about this. I don't want other people to be cheated like this.

Also, **in regard** to the "Proposed National 'Do Not Call' Registry" I am all for it. The number of calls I get on any given day is outrageous. I also have people knocking on my **door** soliciting often at night when it is dark. **This** is truly an invasion of my privacy.

Thank you **for** your attention to these matters.

Sincerely,

Patricia A. Helwig
Patricia A. Helwig

VA

cc: Chadwick's

MA

cc: DISCOVER

UT